

IPRO

Q 1RFP Section 2.3.3.A., page 6

What is the time requirement for case review receipt? What is the time requirement for requesting records from the MCO? Is the time requirement for completing case reviews 30 days from receipt of records from MCO or 45 days from case receipt? What is the time requirement for posting case review determinations? What is the time requirement for generating/posting/sending invoices?

After receiving the case records from the MCO, the IRO has 30 calendar days to complete the case review and notify the MCO and provider. The invoice should be generated and sent to the losing party by the 15th day of each month for all medical necessity case reviews completed in the previous calendar month (Section 3.3.2, pg. 10).

Q 2RFP Section 1.1., page 1

Please confirm that an offeror is not required to be URAC certified for IRO services.
The Offeror is not required to be URAC certified to perform the duties in this Contract.

Q 3RFP Section 2.2.1., page 2

The RFP notes that the appeals relate to denied payments. Are there circumstances where denied services (no claim submitted) are subject to appeal? If so, are there circumstances where an appeal would be considered "expedited" with a different timeliness requirement?

This Contract is for post-service reviews only. No pre-service determinations will be made by the successful Contractor, and there is no expedited review timeliness requirement.

Q 4 RFP Appendix 3

Please confirm that the term "administrative judge", in item #5 should actually say "expert reviewer" or "peer reviewer."

This is correct; the appropriate term would be "expert reviewer" or "peer reviewer."

Q 5 RFP Section 3.11.1.A, page 20.

The RFP States: *"Unless explicitly authorized by the Contract Monitor or specified in the Contract, Key Personnel shall be assigned to the State of Maryland as a dedicated resource."* The number of cases estimated as the annual workload represents less than

full-time work. Under what conditions will MDH grant an exception to the “dedicated resource” requirement?

The identified Key Personnel in the Offeror's proposal should be dedicated to the contract and available to answer questions. This requirement is not intended to establish a minimum FTE standard.